

## FLOWSTUDY

# Revolutionizing Government Workflows

*How a Large Public Administration Body Accelerated Contract Approvals and Simplified Compliance with FlowForma Process Automation*

A large public administration body, with over 6,000 staff across 150 offices, is committed to improving public health and community well-being through vital social programs. With a focus on modernization, the organization sought to replace outdated tools and streamline its processes.

### The Challenges

Before adopting FlowForma Process Automation, the organization faced challenges such as:

- **InfoPath Deprecation**

The organization's processes were heavily reliant on InfoPath, necessitating a swift replacement.

- **Manual, Paper-Based Processes**

Many processes were still manual, leading to inefficiencies and delays.

- **Budget Constraints**

The organization required a solution that was not only effective but also budget-friendly.

- **Complex Approval Workflows**

Processes such as contract management involved multiple levels of approval, often stretching timelines to months.

- **Resistance to Technology:**

As a government agency, the organization faced challenges in adopting new technology.

### FlowStudy Summary

#### Processes Automated

- Contract Management
- Grant Revenue Management
- Travel Management
- Risk Assessment & Compliance
- Statements of Work
- Legislative Reports

#### Pain Points

- InfoPath Deprecation
- Manual Paper-Based Processes
- Budget Constraints
- Complex Approval Workflows
- Resistance to Technology

#### Benefits

- Faster Approvals
- Streamlined Compliance
- Budget-Friendly
- User Empowerment
- Scalability
- Real-Time Insights

#### Next Steps

The organization aims to automate more processes, enable more divisions to manage their own workflows, and scale FlowForma enterprise-wide to complete its digital transformation.

A Process Automation Lead at the organization was tasked with finding a new solution. They collaborated closely with the FlowForma team on a Proof of Concept, thoroughly testing the FlowForma platform alongside several other options.

## The Solution

FlowForma Process Automation was selected for its no-code, user-friendly interface, which empowered non-developers to build and manage processes efficiently.

Key reasons for choosing the FlowForma Process Automation platform included:

- **Integrated Features:** Unlike other platforms such as Power Apps and Power Automate, which required separate purchases for forms, workflows, signature packs, and document generation, FlowForma provided an all-in-one solution.
- **Cost Efficiency:** FlowForma's pricing model fit well within the organization's budget, avoiding the high costs associated with separate tools.
- **Ease of Use:** The no-code interface empowered users across different departments to build and modify processes.
- **Support for Complex Processes:** The FlowForma platform enabled the organization to design and manage complex, cross-departmental workflows with ease.



## Processes Automated

Since deploying FlowForma Process Automation, the organization has successfully automated critical processes, including:

- ✓ **Contract Management**  
Reduced approval times **from two months to as little as one week**, and even to a day for urgent contracts.
- ✓ **Grant Revenue Management**  
Streamlined tracking and approval of grants for businesses/individuals across the region.
- ✓ **Purchasing System**  
Simplified approvals for state purchases, from office supplies to IT equipment.
- ✓ **Travel Management**  
Automated approvals for employee and contractor travel requests, ensuring compliance and efficiency.
- ✓ **Risk Assessment and Compliance**  
Enhanced visibility for auditors with comprehensive data and reporting capabilities.
- ✓ **Additional Processes:** Group gatherings, Statements of Work, API, and legislative reports were also digitized.

## Customer Feedback

*"Our contracts used to take months to get signed, now they're approved within the FlowForma platform within one to five days. As soon as a director approves, the platform sends a notification to the next. It's so much faster."*

## Results & Key Benefits

- ✓ **Faster Contract Approvals:** Contracts that previously took months to get signed are now approved within 1 to 5 days.
- ✓ **Streamlined Compliance:** FlowForma's audit trails and metadata capture capabilities made audits effortless, **resulting in zero issues** during the last audit.
- ✓ **Cost-Effective:** Avoided high costs associated with PowerApps/Power Automate add-ons for signatures and document generation.
- ✓ **Ease of Use:** Non-developer administrators can now build and manage workflows independently.
- ✓ **Scalability and Flexibility:** The ability to quickly modify and enhance processes ensured continuous improvement and adaptability to evolving requirements.

### From Months to Days: Transforming Contract Approvals

The organization's contract management process was one of the most painful bottlenecks. Previously, contracts had to go through six levels of approval, often taking months due to manual emails and coordination. Now automated via the FlowForma Process Automation platform, approval times have drastically reduced.

*"Our contracts used to take months to get signed, now they're approved within 1 to 5 days. As soon as one director approves, it sends a notification to the next. It's so much faster."*

### Making Compliance a Breeze

The organization's internal audit office requires comprehensive records of all contracts, including who approved each step and when. With FlowForma's audit trails, the organization can easily track every step of the process, ensuring full compliance with internal policies and regulations. The ability to capture and report on metadata, such as approval timelines and user access, has been a game-changer.



*"We love FlowForma Process Automation from a compliance perspective. The last time we were audited, there were no queries at all, because we could show exactly who approved what and when, with all the data and metadata we captured."*

### A Phased Approach to Digital Transformation

The organization has currently automated about 30% of its processes, with plans to expand much further. By starting with cross-departmental processes, they've created champions in each division who are eager to adopt the platform and automate their own workflows. One notable example is the inventory management process, which is moving from manual spreadsheets to automated workflows.

Additionally, the platform's ability to provide management with real-time insights into process timelines and bottlenecks has been instrumental in gaining executive support for further automation initiatives.

### The Future with FlowForma

Having already automated 30% of its processes, the organization aims to automate the remaining 70% and move fully to digital workflows. As more divisions see the benefits, internal support for further automation grows.

*"The plan is to keep moving and working with all the different divisions, automating one process at a time. The more processes we move to the FlowForma Process Automation platform, the more managers love it and support us 100%."*

### Advice for Others

Key advice for organizations advancing their transformation journey:

- **Start with Visible Wins:** Automate the most visible and painful processes first to demonstrate value quickly.
- **Secure Management Support:** Gaining buy-in from management helps overcome resistance to change.
- **Focus on High-Impact Results:** Choose processes that deliver measurable benefits to build momentum for wider adoption.

#### About FlowForma

FlowForma is a globally recognized leader in no-code digital process automation. Trusted by organizations worldwide, FlowForma empowers business users to quickly digitize and streamline processes in-house.

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